

EFFECTIVE PERIOD 1 Year from Date of Purchase
ISSUER DIY Elevated LLC (d/b/a MyCROCEMENT™)
APPLICABILITY Products purchased on shop.mycrocement.com

This Limited Material Warranty (“Warranty”) is provided by **DIY Elevated LLC** (doing business as **MyCROCEMENT™**, referred to herein as “Company,” “we,” “us,” or “our”) and applies exclusively to products purchased directly on shop.mycrocement.com.

DIY Elevated LLC warrants to the original purchaser that **MyCROCEMENT™** premixed microcement products, primers, and protective sealers are free from manufacturing defects and will perform in accordance with our published Technical Data Sheets (TDS) when stored, prepared, and applied strictly according to official instructions.

COVERAGE & EXCLUSIONS SUMMARY		
COVERAGE CATEGORY	COVERED UNDER WARRANTY	EXCLUDED FROM WARRANTY
Material Integrity	- Consistency and non-separation of unopened MyCROCEMENT™ containers prior to expiration. - Color stability and non-yellowing under standard indoor UV exposure. - Factory defects identified upon initial opening.	- Minor color variations between digital screens, printed samples, and cured material batches. - Shelf-life degradation caused by improper storage (e.g., freezing, extreme heat, or unsealed pails).
Substrate & Moisture	Material adhesion of MyCROCEMENT™ when applied over correctly prepared, primed, and stable subfloors or wall surfaces.	- Cracking, peeling, or delamination resulting from underlying substrate movement, structural settling, or expansion joints. - Moisture damage, efflorescence, or hydrostatic pressure rising from subfloors (moisture content exceeding 4%).
Application & Performance	Formulated tensile, compressive, and flexural bond strength when fully cured per TDS specifications.	- Application errors, improper troweling technique, visible tooling marks, or uneven thickness. - Failure to strictly adhere to required waiting, drying, recoat, or curing timelines between steps, coats, and sealer applications as outlined in the Technical Data Sheet (TDS). - Failure to apply required MyCROCEMENT™ primers, waterproofing membranes, or topcoats. - Physical damage, scratches, gouges, chemical burns (acids, bleach), or heavy mechanical impacts.

1. Substrate Responsibility Disclaimer

MyCROCEMENT™ is a decorative micro-topping designed to mirror the structural substrate beneath it. DIY Elevated LLC does not warrant underlying substrate stability. Any movement, cracking, shifting, or moisture issues originating from drywall, cement board, concrete slabs, wood subfloors, or existing tile will affect the surface layer and are strictly excluded from coverage.

2. Timeline & Process Compliance

Proper performance of MyCROCEMENT™ depends on strict compliance with the application timeline detailed in our TDS. Skipping required drying windows, rushing recoat intervals, exposing wet or curing material to ambient moisture or foot traffic prematurely, or failing to honor final topcoat cure times voids all material warranty claims.

3. Wet Areas & Waterproofing Requirements

For MyCROCEMENT™ installations in wet rooms, showers, kitchens, or outdoor environments, warranty coverage is contingent upon the documented installation of an approved waterproofing membrane underneath the microcement, as well as the application of compatible MyCROCEMENT™ polyurethane topcoats according to required cure schedules.

4. DIY & Third-Party Applicator Disclaimer

Because DIY Elevated LLC does not perform, supervise, or inspect field installations, we offer no warranty on labor, installation workmanship, or project timelines. The customer or third-party contractor assumes all legal and financial responsibility for surface preparation, environmental job site testing (temperature and humidity limits), and execution.

5. Limitation of Remedy & Liability

The sole and exclusive remedy available under this Warranty provided by DIY Elevated LLC is capped strictly at either the replacement of the defective MyCROCEMENT™ product or a refund of the original purchase price paid for the material on shop.mycrocement.com.

To the maximum extent permitted by applicable law, DIY Elevated LLC shall not be liable for any direct, indirect, incidental, special, or consequential damages—including but not limited to third-party labor charges, demolition fees, re-application expenses, lost profits, or broader property damage.

6. Claims Procedure

To initiate a material warranty claim, the original purchaser must notify customer service through shop.mycrocement.com within 30 days of discovering the alleged defect and submit the following:

- Proof of purchase receipt and order number from shop.mycrocement.com.
- Batch/lot numbers printed on the MyCROCEMENT™ packaging.
- High-resolution photos or video documenting the substrate preparation, ambient job site conditions, step-by-step timeline execution, and the specific material failure.
- Retained liquid or cured samples for laboratory evaluation (if requested by DIY Elevated LLC).

Technical Resources: Full TDS documentation and application timelines are available at mycrocement.com/technical-resources.